

**How to Retrieve an NCTracks RA from a Previous Checkwrite**

**Overview**

This user guide provides step-by-step instructions for providers to retrieve a Remittance Advice (RA) generated by NCTracks in a previous checkwrite.

When the Remittance Advice is created during the NCTracks checkwrite cycle, a link to the RA is posted in the Message Center Inbox on the secure Provider Portal. Clicking on the link will bring up the Remittance Advice and allow the user to print it, download a copy to their computer, or view it online. Once the link has been clicked, the message status will change to “Read.” The Inbox only displays the most recent messages posted.

Providers who want a copy of any NCTracks Remittance Advice generated after July 1, 2013, should be able to retrieve it from the Message Center Inbox. The RAs are retained in the Message Center Inbox for up to seven years. There is no cost associated with retrieving an NCTracks Remittance Advice from a previous checkwrite using the Message Center Inbox, but the user must be authorized in NCTracks to view information associated with the relevant NPI.

To retrieve NCTracks RAs posted in a previous checkwrite, follow these steps:

If you do not have an NCID or access to the secure NCTracks Provider Portal, see your Office Administrator or User Administrator.

1. Logon to the secure NCTracks Provider Portal using your NCID. See Figure 1 below.

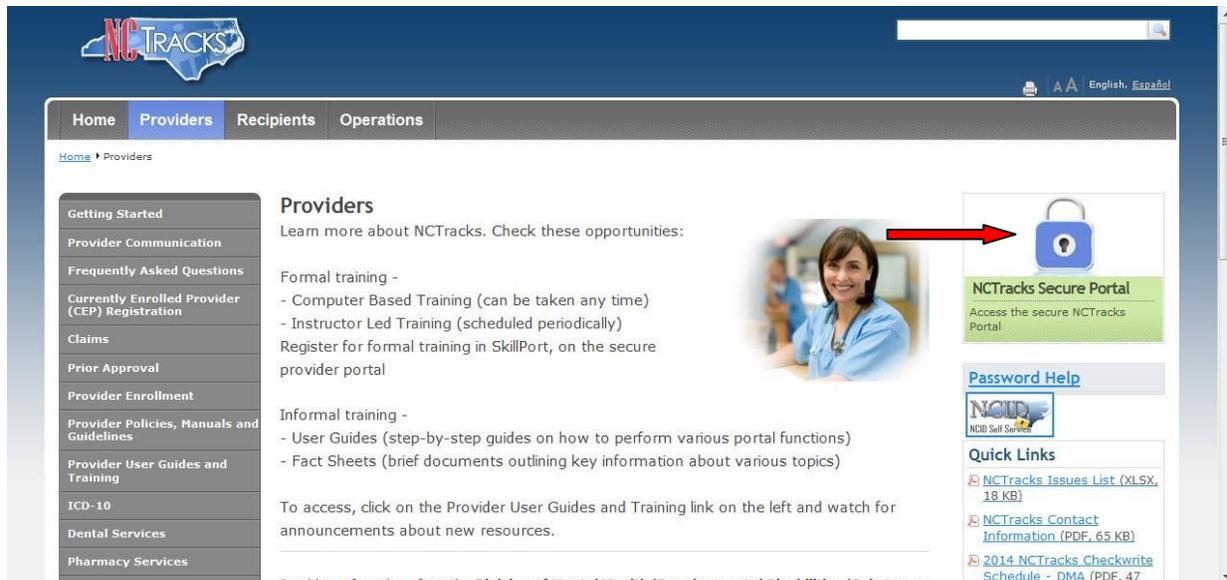


Figure 1 – Public NCTracks Provider Portal Home Page

- On the secure NCTracks Provider Portal Home Page, click on the link labeled “All Messages” on the right side of the Message Center Inbox. See Figure 2 below:

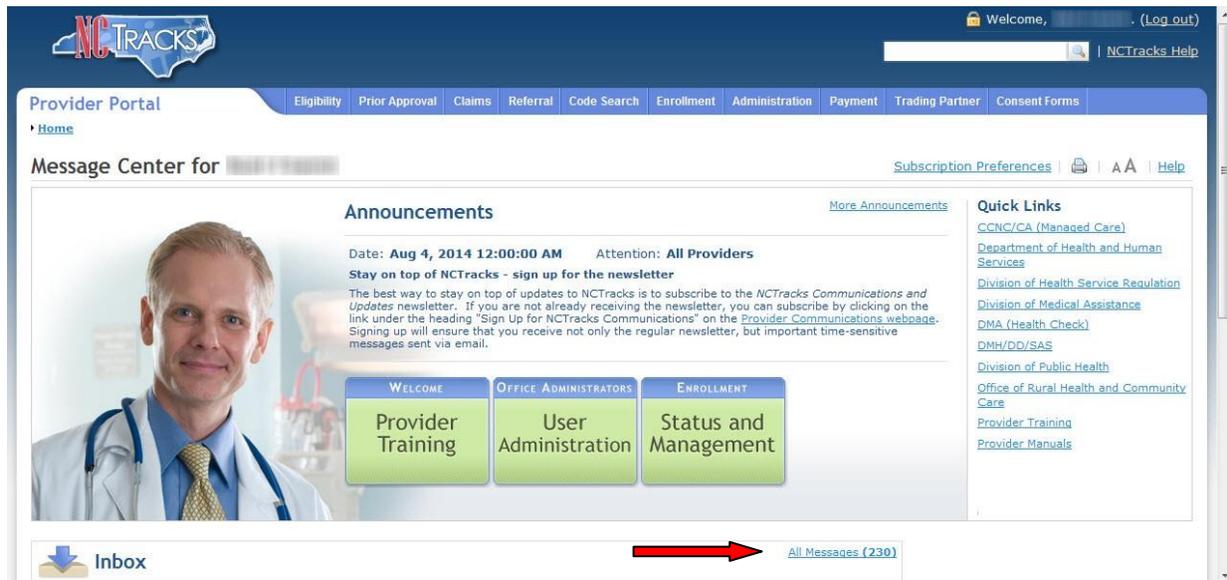


Figure 2 – Secure NCTracks Provider Portal Home Page

- From the secure NCTracks Provider Portal Home Page you will be transferred to the **Message Center** screen. See Figure 3. In the section labeled “Message Filters,” click on the **Show Options** button on the right.

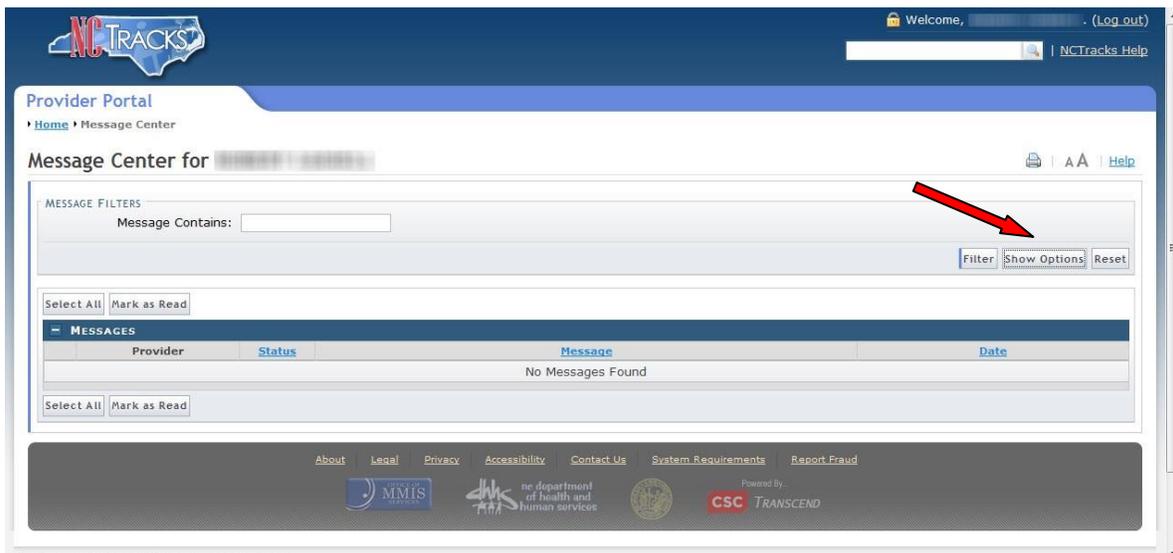


Figure 3 – Message Center Screen

- Clicking on the **Show Options** button will expand the “Message Filters” section to reveal the options available to search for messages previously posted to the Inbox. See Figure 4.

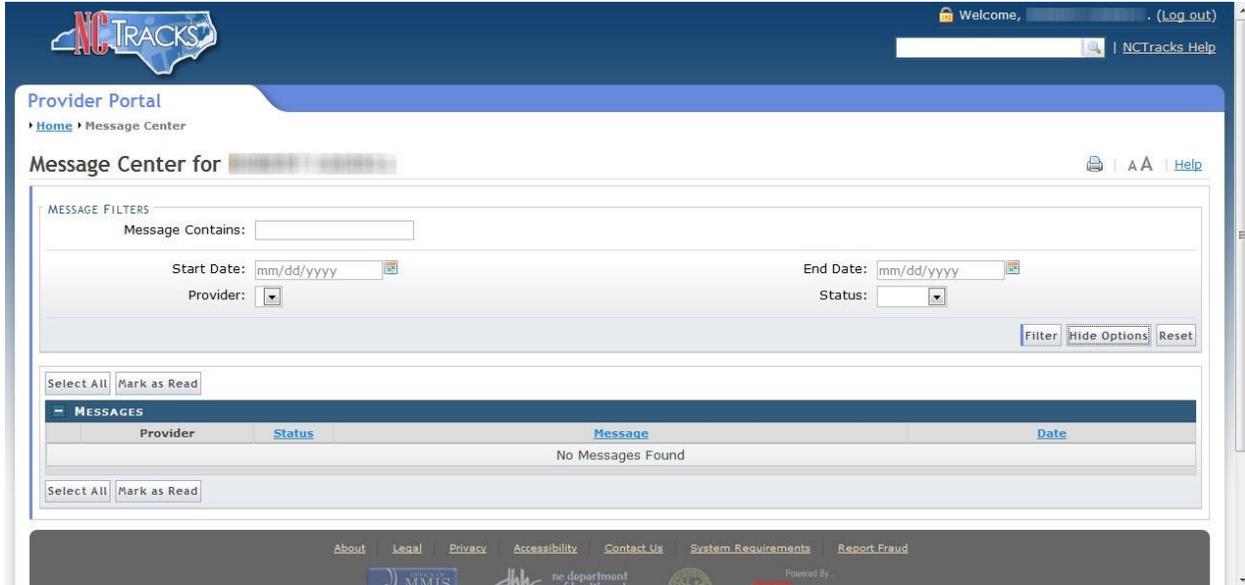


Figure 4 – Show Options in the Message Filters Section

If you do not see the options displayed in the Message Filter section of the screen, you may be using a browser that is not compatible with NCTracks. Click on the System Requirements link in the footer of any NCTracks webpage to see the list of supported browsers.

5. Select the criteria to be used to search for messages in the Inbox. Available criteria include:
  - Message Contains
  - Start Date
  - End Date
  - Provider (NPI)
  - Status (Read or Unread)

The Message Contains field will search the titles of Inbox messages and can be used to narrow the search to Remittance Advice versus other message types.

See the NCTracks Checkwrite Schedule posted under Quick Links on the public [Provider Portal Home Page](#) for the checkwrite dates in the current fiscal year. If you are uncertain regarding the exact date when a message was posted to the Inbox, the Start Date and End Date can be used to specify a range.

Any combination of criteria may be used, but at least one criterion must be specified. Only one NPI can be selected at a time. To view only the unread messages, select “Unread” from the Status drop down list.

6. After selecting the search criteria, click on the **Filter** button on the right side of the “Message Filter” section. See Figure 5.

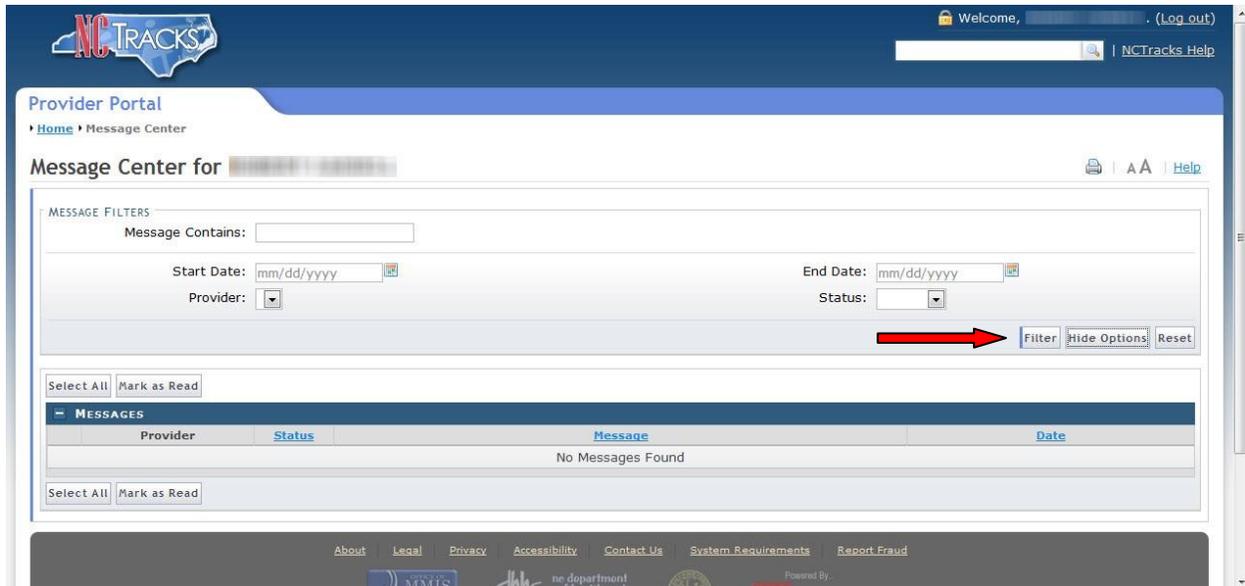


Figure 5 – Applying the Filter in the Message Filters Section

7. The results will be displayed in the section below labeled “Messages”. Locate the link for the desired Remittance Advice and click on the link.
8. To change the sort order of the messages displayed in the Messages section, click on the Status, Message, or Date labels.
9. To conduct another search using different criteria, click on the **Reset** button on the right side of the “Message Filter” section and go back to step 5.
10. To change the status of the messages to “Read,” you can click on an individual message or click on the button labeled **Select All** and then click on the button labeled **Mark as Read**.
11. Messages remain in the Inbox after they are read.

**Important Note:** Only NCTracks Remittance Advices generated after July 1, 2013, can be viewed using this process. To retrieve Remittance Advices generated prior to July 1, 2013, providers will need to submit a **Provider Reports Request Form**, which can be found on the [Provider Policies, Manuals, and Guidelines page](#) of the public NCTracks Provider Portal.